



September 3, 2020

Dear Family/Responsible Party,

As you were made aware on Saturday August 29, 2020, one of our staff members tested positive for COVID-19 and has been quarantined. The employee was asymptomatic and continues to feel fine. As a result of the positive result, we identified all the residents who may have been exposed to the employee and placed them on isolation precautions to minimize any potential spread of the virus. We also started facility wide testing for all residents and staff. I am pleased to report that after receiving results for all residents and staff, we have no new positive cases to report. After a few days we will begin a second round of testing for all residents and staff. We know that early detection is the most important way of preventing an outbreak of the virus and we will continue to make you aware of any further identification of positive cases.

As per NY State Department of Health guidelines, we have suspended all face to face visitation for a minimum of 28 days. Any face-to-face visits that were scheduled will continue to be held as a window visit. I'd also like to announce that we have purchased six more iPads to expand the availability to conduct virtual visits. To schedule window or iPad visits, please contact Penny Ostrander at (315) 363-6000 extension 8314.

We know how important face to face visits are to our residents and families. That is why we have been advocating for you. Leading Age NY, on behalf of the facilities in NY, has been our voice in Albany and have provided us with the attached letter that we encourage you to use to mail to the Governor. We would like to see the number of days visitation is suspended due to a positive case be reduced from 28 days to 14 days. By all means, feel free to write your own letter and let our Governor know exactly how you feel about the current visitation restrictions.

I cannot tell you how much it means to me and our staff for all the emails and letters of support in this stressful time. Thank you for your continued prayers!

Sincerely yours,

Fortunato (Fred) Scerbo III, LNHA

Administrator